

1. (Amended) A remote maintenance system for maintaining industrial equipment installed at a remote location, the system comprising:
monitor means for monitoring the industrial equipment; and
management means for managing maintenance of the industrial equipment through the Internet,
wherein said management means communicates with said monitor means through the Internet.

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2. (Amended) The system according to claim 1, wherein said management means performs centralized maintenance management of respective industrial equipment installed in each of a plurality of factories.

3. (Amended) The system according to claim 2, wherein the plurality of factories are factories of at least one user, and said management means is arranged on a vendor side, the vendor side different from a side at which the industrial equipment is installed.

4. (Amended) The system according to claim 1, wherein a plurality of types of industrial equipment are installed in one factory, and said management means comprises a plurality of management means respectively corresponding to the types of industrial equipment.

5. (Amended) The system according to claim 4, wherein said plurality of industrial equipment are supplied by different vendors, and said management means are arranged in the different vendors.

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6. (Amended) The system according to claim 1, further comprising means for supplying software for the industrial equipment or guide information associated with an operation of the industrial equipment from said management means to the industrial equipment through the Internet.

7. (Amended) The system according to claim 1, wherein said monitor means detects an occurrence of a trouble state of the industrial equipment and notifies said management means of status information specifying the trouble state, and said management means determines a countermeasure against the trouble state on the basis of the status information and informs said monitor means of response information based on the determined countermeasure.

8. (Not Amended) The system according to claim 7, wherein said monitor means comprises maintenance means for maintaining the industrial equipment on the basis of the response information notified from said management means.

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9. (Amended) The system according to claim 7, wherein said management means has a database for registering information associated with maintenance of the industrial equipment, said database registering information for identifying a particular industrial equipment,

a trouble state, and a countermeasure against the trouble state, the countermeasure and the trouble state corresponding to each other, and said management means looks up said database to determine a countermeasure against a corresponding trouble state.

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10. (Amended) The system according to claim 9, wherein said management means comprises automatic updating means for updating said database on the basis of [contents of] the information associated with maintenance of the industrial equipment every time the information associated with maintenance of the industrial equipment is exchanged with said monitor means.

11. (Not Amended) The system according to claim 10, wherein said management means further comprises manual updating means for updating said database on the basis of input information from an operator.

12. (Not Amended) The system according to claim 9, wherein said management means further comprises access permission means for permitting a user of the industrial equipment to access said database.

13. (Amended) The system according to claim 12, wherein said management means further comprises communication security means for inhibiting a third party, other than the user of the industrial equipment, from accessing said database.

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14. (Not Amended) The system according to claim 9, wherein said monitor means comprises access means for accessing said database of said management means.

15. (Not Amended) The system according to claim 1, wherein the industrial equipment is a semiconductor manufacturing apparatus.

16-30. (Cancelled herein).

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Please add new Claim 31.

31. (New) A remote maintenance system for maintaining industrial equipment installed at a remote location, said system comprising:

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monitor means for monitoring an operating state of the industrial equipment; and

management means for managing maintenance of the industrial equipment while in communication with said monitor means,

wherein, during the communication, said management means receives from said monitor means status information of the industrial equipment and transmits to said monitor means response information used for maintaining the industrial equipment in response to the received status information.